Exhibit 300 (BY2009)

PART ONE	
OVERVIEW	
1. Date of Submission:	2007-09-10
2. Agency:	015
3. Bureau:	45
4. Name of this Capital Asset:	Integrated Collection System (ICS)
5. Unique Project Identifier:	015-45-01-12-01-2219-00

6. What kind of investment will this be in FY2009?

Mixed Life Cycle

7. What was the first budget year this investment was submitted to OMB?

FY2001 or earlier

8. Provide a brief summary and justification for this investment, including a brief description of how this closes in part or in whole an identified agency performance gap.

The purpose of this Exhibit 300 is to request ICS funding for FY 2009 and to reflect the project's progress and performance. ICS is a major information management system within the IRS designed to improve revenue collections by providing electronic case processing to SB/SE revenue officers (ROs) and their managers. ICS provides users access to the most current taxpayer information using laptop computers for quicker case resolution and improved customer service. Compliance cases and supporting information are issued electronically. In FY 2006 Collection Field Function collected $ 5.817 Billion in revenue using ICS.Originally developed as a SCO UNIX system with interfaces between a laptop computer, file server, and main frame computer, ICS was subsequently converted to reside on a Windows XP operating system The conversion provided the business users with 1) Benefits of the IRS Common Operating Environment, such as MS Office Suite and security features, and multiple open screens for improved access to electronic resources, such as Lexis/Nexis, IRM On-Line, and IDRS, to aid in the resolution of cases. 2) Improved communications to support the new Business Operating Divisions through secure Outlook email. 3) ERAP is used for ICS access away from the office and 4) Data encryption on laptops for added security. Subsequent additional enhancements included the elimination of all of the 800 ICS file servers from the architecture (which significantly reduced equipment replacement and maintenance costs) and the incorporation of the ICS calendar with the Outlook calendar to provide users with one calendar view for all their appointments.

9. Did the Agency's Executive/Investment Committee approve this request?

yes

9.a. If "yes," what was the date of this approval?

2007-08-16

10. Did the Project Manager review this Exhibit?

yes

11. Project Manager Name:

Liou, Mimi

Project Manager Phone:

202-283-3181

Project Manager Email:

Mimi.Liou@irs.gov

11.a. What is the current FAC-P/PM certification level of the project/program manager?

TBD

12. Has the agency developed and/or promoted cost effective, energy-efficient and environmentally sustainable techniques or practices for this project.

no

12.a. Will this investment include electronic assets (including computers)?	
no	

12.b. Is this investment for new construction or major retrofit of a Federal building or facility? (answer applicable to non-IT assets only)	
no	

13. Does this investment directly support one of the PMA initiatives?	
yes	

If yes, select the initiatives that apply:

Expanded E-Government

13.a. Briefly and specifically describe for each selected how this asset directly supports the identified initiative(s)? (e.g. If E-Gov is selected, is it an approved shared service provider or the managing partner?)

Processes automated by ICS ensure the Govt.'s investment in info. tech. significantly improves the Govt.'s ability to serve citizens. ICS provided the initial automation for SB/SE Revenue Officers, managers & support staff. Compliance cases/information previously issued via paper was issued electronically & employees accessed their cases via computers. ICS generates forms/correspondence quickly & accurately, enabling employees to devote more time to citizen-focused front-line service delivery.

14. Does this investment support a program assessed using the Program Assessment Rating Tool (PART)?

no

15. Is this investment for information technology?

yes

16. What is the level of the IT Project (per CIO Council's PM Guidance)?

Level 2

17. What project management qualifications does the Project Manager have? (per CIO Council's PM Guidance)

(1) Project manager has been validated as qualified for this investment

18. Is this investment identified as high risk on the Q4 - FY 2007 agency high risk report (per OMB memorandum M-05-23)?

yes

19. Is this a financial management system?

no

20. What is the percentage breakout for the total FY2008 funding request for the following? (This should total 100%)

Hardware	0
Software	0
Services	99
Other	1

21. If this project produces information dissemination products for the public, are these products published to the Internet in conformance with OMB Memorandum 05-04 and included in your agency inventory, schedules and priorities?

n/a

22. Contact information of individual responsible for privacy related questions.

Name

Carlos Moura

Phone Number

202- 927-0730

Title

Management and Program Analyst

Email

carlos.moura@irs.gov

23. Are the records produced by this investment appropriately scheduled with the National Archives and Records Administration's

approval?

yes

24. Does this investment directly support one of the GAO High Risk Areas?

no

SUMMARY OF SPEND

1. Provide the total estimated life-cycle cost for this investment by completing the following table. All amounts represent budget authority in millions, and are rounded to three decimal places. Federal personnel costs should be included only in the row designated Government FTE Cost, and should be excluded from the amounts shown for Planning, Full Acquisition, and Operation/Maintenance. The total estimated annual cost of the investment is the sum of costs for Planning, Full Acquisition, and Operation/Maintenance. For Federal buildings and facilities, life-cycle costs should include long term energy, environmental, decommissioning, and/or restoration costs. The costs associated with the entire life-cycle of the investment should be included in this report.

All amounts represent Budget Authority

	PY-1 & Earlier	PY	CY
	-2006	2007	2008
Planning Budgetary Resources	0.000	0.000	0.000
Acquisition Budgetary Resources	0.000	0.000	0.000
Maintenance Budgetary Resources	6.961	3.005	1.267
Government FTE Cost	9.627	5.867	6.478
# of FTEs	53	53	55

Note: For the cross-agency investments, this table should include all funding (both managing partner and partner agencies).

Government FTE Costs should not be included as part of the TOTAL represented.

2. Will this project require the agency to hire additional FTE's?

no

3. If the summary of spending has changed from the FY2008 President's budget request, briefly explain those changes.

There was no change.

PERFORMANCE

In order to successfully address this area of the exhibit 300, performance goals must be provided for the agency and be linked to the annual performance plan. The investment must discuss the agency's mission and strategic goals, and performance measures (indicators) must be provided. These goals need to map to the gap in the agency's strategic goals and objectives this investment is designed to fill. They are the internal and external performance benefits this investment is expected to deliver to the agency (e.g., improve efficiency by 60 percent, increase citizen participation by 300 percent a year to achieve an overall citizen participation rate of 75 percent by FY 2xxx, etc.). The goals must be clearly measurable investment outcomes, and if applicable, investment outputs. They do not include the completion date of the module, milestones, or investment, or general goals, such as, significant, better, improved that do not have a quantitative measure.

Agencies must use the following table to report performance goals and measures for the major investment and use the Federal Enterprise Architecture (FEA) Performance Reference Model (PRM). Map all Measurement Indicators to the corresponding Measurement Area and Measurement Grouping identified in the PRM. There should be at least one Measurement Indicator for each of the four different Measurement Areas (for each fiscal year). The PRM is available at www.egov.gov. The table can be extended to include performance measures for years beyond FY 2009.

	Fiscal Year	Strategic Goal Supported	Measurement Area	Measurement Grouping	Measurement Indicator	Baseline	Planned Improvement to the Baseline	Actual Results
1	2007	Manage the U.S. Government's	Mission and Business Results	Taxation Management	Increasing the annual average percentage of	73.6%	74.5%	76.1%

		Finances Effectively			electronically processed Routine, In-Business Trust Fund Express, and Streamlined Installment Agreements			
2	2007	Manage the U.S. Government's Finances Effectively	Customer Results	Customer Satisfaction	Number of production Priority 1 work stoppage problems found in annual report (ITAMS)	4	2	2
3	2007	Manage the U.S. Government's Finances Effectively	Processes and Activities	Productivity	Percentage of Headquaters ICS Management Information Reports distributed by noon on the monthly due date	98%. The percentage reports distributed timely	100%	95%
4	2007	Manage the U.S. Government's Finances Effectively	Technology	Availability	Percentage of system availability between 5:00 AM and 9:00 PM Eastern Standard Time (EST) 14 hours per day to improve management resources and reduce burden on taxpayers.	94%. The percentage will be calculated quarterly by the Project Office.	95%	100%
5	2008	Manage the U.S. Government's Finances Effectively	Mission and Business Results	Taxation Management	Increasing the annual average percentage of electronically processed Routine, In-Business Trust Fund Express, and Streamlined Installment Agreements	74.5	74.7%	
6	2008	Manage the U.S. Government's Finances Effectively	Customer Results	Customer Satisfaction	Number of production Priorty 1 work stoppage problems found in annual report (ITAMS)	4	2	
7	2008	Manage the	Processes and	Productivity	Percentage of	95%. The	97%	

		U.S. Government's Finances Effectively	Activities		Headquaters ICS Management Information Reports distributed by noon on the monthly due date	percentage reports distributed timely		
8	2008	Manage the U.S. Government's Finances Effectively	Technology	Availability	Percentage of system availability between 5:00 AM and 9:00 PM Eastern Standard Time (EST) 14 hours per day to improve management resources and reduce burden on taxpayers.	94%. The percentage will be calculated quarterly by the Project Office.	95%	

EA	

In order to successfully address this area of the business case and capital asset plan you must ensure the investment is included in the agency's EA and Capital Planning and Investment Control (CPIC) process, and is mapped to and supports the FEA. You must also ensure the business case demonstrates the relationship between the investment and the business, performance, data, services, application, and technology layers of the agency's EA.

1. Is this investment included in your agency's target enterprise architecture?

yes

2. Is this investment included in the agency's EA Transition Strategy?

yes

2.a. If yes, provide the investment name as identified in the Transition Strategy provided in the agency's most recent annual EA Assessment.

This investment is identified as Integrated Collection System (ICS) in the Treasury EA Transition Strategy. This investment is aligned to the Taxation Management LoB (Core Mission Area Segment).

3. Is this investment identified in a completed (contains a target architecture) and approved segment architecture?

yes

3.a. If yes, provide the name of the segment architecture as provided in the agency's most recent annual EA Assessment.

Enterprise Transition Plan, Volume 1: Enterprise Transition Strategy (IRS)

4. Identify the service components funded by this major IT investment (e.g., knowledge management, content management, customer relationship management, etc.). Provide this information in the format of the following table. For detailed guidance regarding components, please refer to http://www.whitehouse.gov/omb/egov/.

Component: Use existing SRM Components or identify as NEW. A NEW component is one not already identified as a service component in the FEA SRM.

Reused Name and UPI: A reused component is one being funded by another investment, but being used by this investment. Rather than answer yes or no, identify the reused service component funded by the other investment and identify the other investment using the Unique Project Identifier (UPI) code from the OMB Ex 300 or Ex 53 submission.

Internal or External Reuse?: Internal reuse is within an agency. For example, one agency within a department is reusing a service component provided by another agency within the same department. External reuse is one agency within a department reusing a service component provided by another agency in another department. A good example of this is an E-Gov initiative service being reused by multiple organizations across the federal government.

Funding Percentage: Please provide the percentage of the BY requested funding amount used for each service component listed in the table. If external, provide the funding level transferred to another agency to pay for the service.

	Agency Component Name	Agency Component Description	Service Type	Component	Reused Component Name	Reused UPI	Internal or External Reuse?	Funding %
1	Information Retrieval	Case Management: Provides IRS revenue officers the ability to work and update taxpayer case issues.	Knowledge Management	Information Retrieval			No Reuse	10
2	Tax Account Management Business Logic	Manages the lifecycle of cases/issues or data for Taxpayer examinations/collections/appeals/litigation/criminal investigations.	Tracking and Workflow	Process Tracking			No Reuse	75

5. To demonstrate how this major IT investment aligns with the FEA Technical Reference Model (TRM), please list the Service Areas, Categories, Standards, and Service Specifications supporting this IT investment.

FEA SRM Component: Service Components identified in the previous question should be entered in this column. Please enter multiple rows for FEA SRM Components supported by multiple TRM Service Specifications.

Service Specification: In the Service Specification field, Agencies should provide information on the specified technical standard or vendor product mapped to the FEA TRM Service Standard, including model or version numbers, as appropriate.

	SRM Component	Service Area	Service Category	Service Standard	Service Specification (i.e., vendor and product name)
1	Information Retrieval	Service Access and Delivery	Service Requirements	Legislative / Compliance	IRS written code
2	Process Tracking	Component Framework	Data Management	Reporting and Analysis	IRS written code

6. Will the application leverage existing components and/or applications across the Government (i.e., FirstGov, Pay.Gov, etc)?

no

6.a. If yes, please describe.

No, the application does not leverage existing components and/or applications across the government. The Integrated Collection System manages an inventory of taxpayer account that maybe subject to collection action. Input from the taxpayer, i.e., payments or returns, are received into IRS through other IT initiatives.

PART TWO
RISK

You should perform a risk assessment during the early planning and initial concept phase of the investment's life-cycle, develop a risk-adjusted life-cycle cost estimate and a plan to eliminate, mitigate or manage risk, and be actively managing risk throughout the investment's life-cycle.

Answer the following questions to describe how you are managing investment risks.

1. Does the investment have a Risk Management Plan?

yes

1.a. If yes, what is the date of the plan?	
2007-07-16	
1.b. Has the Risk Management Plan been significantly changed since last year's submission to OMB?	
no	
3. Briefly describe how investment risks are reflected in the life cycle cost estimate and investment schedule:	
This application has been categorized as Moderate risk according to FIPS 199. This project is an application that is currently classified as mixed-life cycle with enhancements based on Unified Work Requests (WRs) from the SB/SE customers. Under these WRs, ICS is requested to perform legislative changes and minor enhancements to applications. ICS adjusts the life cycle cost estimates and investment schedule for potential risks (i.e., cost of fixes and application rework) in the Project Impact Statements that are developed as responses to each of the Work Requests that are received and accepted.	

COST & SCHEDULE

1. Does the earned value management system meet the criteria in ANSI/EIA Standard 748?	
no	
2. Is the CV% or SV% greater than ± 10%?	
Yes The lifecycle CV% is -13.98% and is decreasing monthly.	
3. Has the investment re-baselined during the past fiscal year?	
yes	
3.a. If yes, when was it approved by the agency head?	
2007-03-31	